

# **Are You Communicating or Just Talking**

**Presented by**

**Daniel Logue**

**Logue & Associates**

## What is Communication

- People believe it is just talking

- Message sent is message received

- Many time messages sent is not message received

Many ways message can get changed

- Speaker is not clear

- Listener not paying attention

Reason for misinterpretation – listener is not a blank slate

- Past history

- Have their own style

- Emotional state

Communication is a shared social experience between people (expectations & intentions)

Speaker reads listener's reaction and adjusts message

- Facial expressions

- Body language

Communications a constant give and take between speaker and listener

3 parts of oral communications

- Verbal

- Choice of the words

- Meaning is not shared (different interpretation)

- Age

- Experience

- Background

- Word we use largely determined by our style of communicating

- Paraverbal

- Not just the words

- The way we say them

- Includes

- Speed of speech

- Pauses

- Tone of voice

- Intensity of voice

- Listeners use these to help interpret message

- Sarcasm would be impossible without paraverbal

## Body Language

Adds another dimension to communications

Eye contact is one of most telling

Can support or contradict the verbal message

Facial expressions

Others

Body movement

Gestures

Touch

## Factors effecting communication interpretation

Verbal 7%

Nonverbal 93%

38% Paraverbal

55% Body language

## Model of Communication Process

Communications depends on visible and invisible behaviors

Visible

Body language

Personal space

Invisible

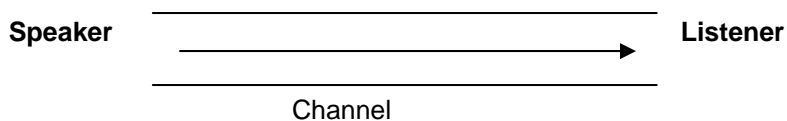
Verbal

Paraverbal

Communication is so familiar we are not aware of our behaviors

Lack of awareness is the greatest potential for miscommunications

## Figure 1 Traditional model



Model shows the basic aspects of communication

It shows communications as one way

**Figure 2 More Comprehensive model**

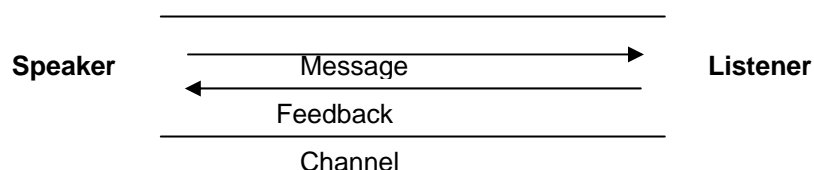
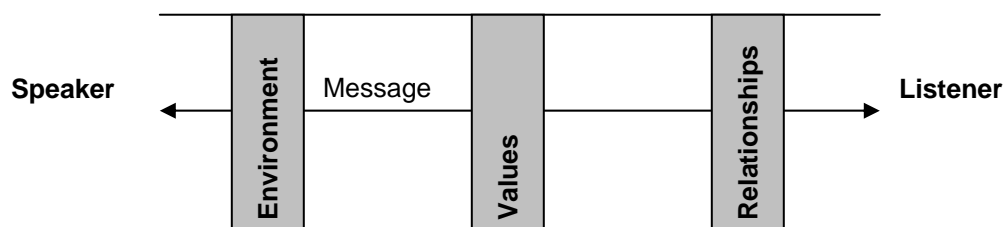


Figure 2 is a better illustration of communication, however, it does not account for visible and invisible behaviors

**Figure 3 Best model**



Speakers & listeners perceptions of filters is reflected in their communication

Perceived good working relationship – communication reflect mutual respect

Intimidated by authority – Listener (defensive & withdrawn), speaker (open and encouraging)

Strong overlap of perceptions behaviors results in effective communication

When not complimentary there is a greater chance of miscommunication

Understanding our communication style helps us to communicate more effectively

Communications style

Our personality style drives our communication style

Different styles – different priorities, work pace, likes and dislikes

Knowledge of styles helps to prevent misinterpretation

There are a limited number of styles

Two dimensions to style

Assertiveness

Expressiveness

Assertiveness

Assertive individuals

To influence the thoughts and actions of others

Tellers

Task oriented

Confident

Ambitious

Non-assertive Individuals

Askers  
Reserved  
Easygoing  
Private  
Deliberate

Expressive

Expressive individuals

Effort to control emotions and feelings when relating to others  
Expressive people display their emotions  
Social  
Extraverted

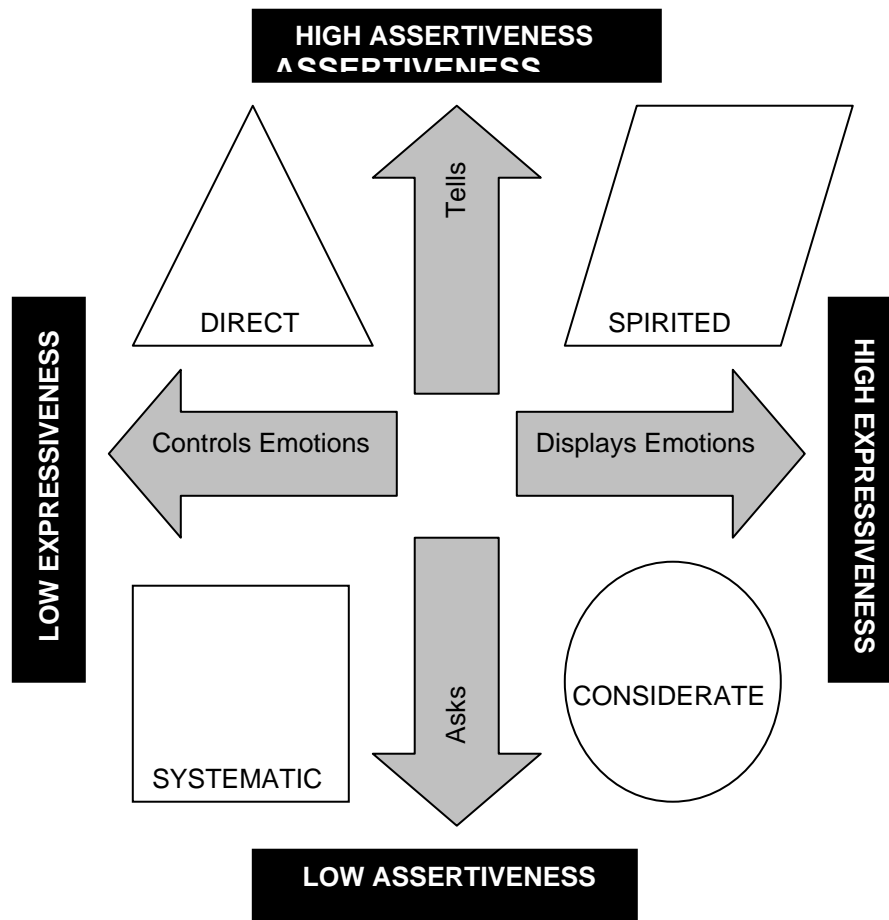
Non-Expressive individuals

Controlled  
Quiet

4 styles emerge

Different names used by researchers  
Direct, Spirited, Considerate, Systematic

**Figure 4 Styles of Communication**



Each style has its own strengths & weaknesses

**Figure 5 Communication Style Strengths**

**Direct**

- Gets to the bottom line
- Speaks forcefully
- Maintains eye contact
- Presents position strongly

**Systematic**

- Presents precisely
- Focuses on facts
- Is efficient in speech
- Has a well-organized workspace

**Spirited**

- Is persuasive
- Is a good storyteller
- Focuses on the big picture
- Uses motivational speech

**Considerate**

- Listens well
- Is a good counselor
- Uses supportive language
- Builds trust

**Figure 6 Communications Style Trouble Spots**

**Direct**

Is a poor listener  
Is impatient with others  
Does not heed advice  
Likes to argue

**Systematic**

Focuses too much on details  
Fears personal disclosure  
Can be terse  
Uses little variety in vocal tones

**Spirited**

Does not hear details  
Tends to exaggerate  
Generalizes  
Can be overdramatic

**Considerate**

Avoids conflict  
Gives in easily  
Keeps opinions to oneself  
Overemphasizes feelings

**Figure 7 Interacting with different styles**

**Direct**

Focus on their goals and objectives  
Keep your relationship businesslike  
Argue facts, not personal feelings  
Be well organized in our presentation  
Ask questions  
Speak at a relatively fast pace

**Systematic**

Focus on facts, not opinions  
Be thorough and organized  
Provide written evidence when possible  
Be systematic in your presentations  
Avoid gimmicks  
Allow time for analysis

**Spirited**

Focus on o[pinions and inspiring ideas  
Be supportive of their ideas  
Don't hurry the discussion  
Engage in brainstorming  
Be entertaining and fast-pace  
Allow them to share their ideas freely

**Considerate**

Focus on your relationship  
Be supportive of their feelings  
Make sure you understand their needs  
Be informal  
Maintain a relaxed pace  
Give them time to build trust in you

## **Learning to listen**

Listening is equally important as speaking

You spend more time listening than talking

You remember only half what you hear

Managers pay – 35-40 % for listening

Literature findings regarding improved listening

- Increase morale, safety, quality, sales, and productivity

- Reduced turnover, absenteeism

- More productive with new technology

## **Definition of effective listening**

**Effective listening occurs when there is a high degree of correspondence between the sender's original message and the listener's recreation of that message.**

People that are actively listening show the same physical signs of energy exertion as people exercising

- Increase heart rate

- Elevated body temperature

- Faster circulation

Barriers to listening

- External

  - Noise

  - Visual distractions

  - Object such as pocket change

  - Personal appearance

- Internal (most challenging)

  - Anxiety

  - Self-centeredness

  - Closed-mindedness

  - Mental laziness

  - Boredom

  - Sense of superiority

Human mind tends to naturally flit and drift

The mind thinks faster than we talk



Steps to staying focused

Prepare

Monitor

Correct

CARESS process of active listening

Concentrate – Focus on the speaker

Acknowledge – Let speaker know you are listening

Research – clarify the message

Exercise – exercise emotional control

Sensing the non-verbal message

Structure – organize the information

Indexing

Sequencing

Comparing

**For further information or human resources consulting services call**

**Daniel Logue**

**Logue & Associates**

**909-920-0052**

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